



**Government
of South Australia**

Department of
State Development

Skills SA

Department of
State Development

National Standards for GTOs Registration Guide South Australia

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1 Introduction

Purpose

This Registration Guide is designed to assist organisations who wish to register as a Group Training Organisation (GTO) in South Australia under the [National Standards for Group Training Organisations](#) ('The National Standards').

The National Standards seek to ensure that GTOs provide nationally consistent, high-quality services in carrying out their core role. The National Standards provide a framework to:

- ensure GTOs operate ethically, with due consideration of apprentice, trainee and host employer needs, and
- enhance the reputation of group training as a model of employment and training within the apprenticeship and traineeship system.

It is not mandatory for GTOs to be registered against the National Standards. However, only registered GTOs are eligible to apply for Commonwealth Government or South Australian Government group training funding.

Further information

Skills SA (a division within the Department of State Development) is responsible for registering GTOs and monitoring their compliance in South Australia.

For further information, advice or assistance regarding registration under the National Standards for GTOs, contact Skills SA by telephone on 1800 673 097 or by email at Education.GroupTraining@sa.gov.au.

Terminology

The following abbreviations are used within this Registration Guide:

- DSD: Department of State Development
- GTO: Group Training Organisation
- SASC: South Australian Skills Commission

Related information

- National Standards for Group Training Organisations (2017)

2 Application process

Requirements

To employ apprentices and trainees under a Training Contract in South Australia, an organisation must have a permanent South Australian physical presence and be registered as an employer of apprentices and trainees under the [South Australian Skills Act 2008 \(SA\)](#).

Once registered as an employer, GTOs may apply to Skills SA for registration against the National Standards for Group Training Organisations.

Applications can be accepted from GTOs that are either a profit or not-for-profit entity.

Conduct self-assessment

GTOs that intend to apply for National Standards registration should first undertake a self-assessment of their ability to meet the requirements of the National Standards.

Submit application form

After a GTO has completed the self-assessment, and taken any remedial action necessary to adhere to the National Standards, the GTO should complete the online [Group Training Registration in South Australia Application Form](#), along with the evidence that is specified on the form (such as GTO Strategic Plan/Business Plan).

Upon receipt of the Application Form, Skills SA will contact the GTO representative to discuss the application and explain the process to be followed in greater detail. The applicant will be encouraged to meet with Skills SA representatives where possible.

Prepare compliance report

The GTO should then prepare a [National Standards for GTOs Compliance Report](#). The Compliance Report allows GTOs to identify and attach evidence of their compliance against each of the three National Standards.

For examples of supporting evidence that may be supplied, refer to the [Evidence Guide](#) or the examples that are listed under each Standard within the Compliance Report.

Submit compliance report

The completed Compliance Report, along with all supporting evidence, should be submitted to Skills SA by:

- Email to Education.GroupTraining@sa.gov.au (of up to 10mb per email); or
- Saving all documentation in a secure online storage system, such as OneDrive for Business, KiteWorks or GoogleDrive, and then supplying Skills SA with the link via email; or
- Object Connect, a file-sharing platform used to securely store information online after the department has granted you access.

Related information

- [Evidence Guide for GTOs to Support the National Standards](#)
- [Group Training Registration in South Australia Application Form](#)
- [National Standards for GTOs Compliance Report](#)
- South Australian Skills Commission [Register of Approved Employers](#)
- South Australian Skills Commission [Skill Standard 4: Host Employment Arrangements](#)
- [South Australian Skills Act 2008 \(SA\)](#)

3 Assessment process

Purpose

Skill SA will conduct an assessment to verify that the GTO's operational systems and processes are aligned with the National Standards. Skills SA will look for indicators of the GTO's ability to:

- appropriately service the industry sectors specified in the application;
- create additional apprenticeship and traineeship employment opportunities;
- provide continuity of employment and support mechanisms that maximise the chances of successful Training Contract completion; and
- remain financially viable.

Desktop audit

In the first instance, a Skills SA representative will undertake a desktop audit of the GTO's Compliance Report and accompanying materials. The Skills SA auditor will document their findings against each of the National Standards.

As part of this process, the Skills SA auditor may require further evidence to be supplied by the GTO. Skills SA will contact the GTO representative with any requests for additional documentation.

Interviews with trainees/apprentices and host employers

The Skills SA may interview a sample of the GTO's current apprentices/trainees and host employers. In these instances, the GTO may be asked to assist by providing up-to-date contact details.

Site audit

When the Skills SA auditor is satisfied with the results of the desktop audit, the Skills SA auditor will contact the GTO to negotiate a suitable time for a site audit at the GTO's head office.

Once agreed, the date and time of the upcoming site audit will be confirmed in writing by Skills SA. No later than one week before the on-site visit, Skills SA will supply the GTO with the names of auditors that will be in attendance, an agenda, and a list of documents to be inspected on the day.

The site audit will commence with an introductory meeting where Skills SA auditors will explain the purpose of the audit and the auditing process. During the site audit, Skills SA will inspect the premises, review the requested documentation, and interview management or other relevant GTO staff. The site audit will conclude with a closing meeting where Skills SA auditors summarise the initial audit findings, outline any areas of concern, and explain the next steps.

The duration of the site audit will depend on the size and scope of services proposed by the GTO. Generally, the site audit will take between half a day to two days.

In the event of pandemic restrictions, site audits may be conducted remotely, on the provision that Skills SA conducts an inspection of premises at a later date during the term of registration.

Related information

- [Code of Ethics for the South Australian Public Sector](#)
- National Standards Audit Feedback Form (supplied to GTOs on the day of the site audit)

Audit outcomes

The site audit will lead to one of the following three outcomes:

- The auditor finds the GTO **fully compliant** and recommends that the GTO be approved for registration.
- The auditor may identify **non-conformances** for the GTO and recommend that corrective actions be taken. GTOs will be given up to 30 days from the issue of the recommendations to address the specified non-conformances. A follow-up audit may be necessary.
- The auditor finds the GTO **not compliant** and does not recommend the GTO's registration.

The GTO must fully meet the National Standards for GTOs for the auditor to recommend registration. Interim registration will not be considered.

Feedback form

For the purposes of continuous improvement, Skills SA will invite the GTO's feedback on the planning, conduct and administration of the National Standards audit. Skills SA will provide the National Standards Audit Feedback Form on the day of the site audit.

If the GTO wishes to lodge a complaint about any aspect of the registration process, it may submit a complaint in writing to the Director, Policy and Strategy.

Skills SA auditors are bound by the [Code of Ethics for the South Australian Public Sector](#) and must conduct themselves in a manner consistent with the values and standards of professional conduct that are set out therein.

4 Registration

Notification

Skills SA will notify GTOs of the audit decision in a timely manner.

Where GTOs have been recommended for registration, Skills SA will:

- issue a letter of recognition under the National Standards for Group Training Organisations, signed by the Director, Policy and Strategy;
- issue a Certificate of Recognition; and
- arrange for the Commonwealth Department of Employment and Workplace Relations to add the details of registration to the [GTO National Register](#).

GTOs whose application for registration has been refused may seek feedback on the process and can re-apply after a period of six months.

Registration periods

Newly registered GTOs will be granted a registration period of up to three years from the date that the Certificate of Recognition is issued.

Currently registered GTOs will be granted a registration period extension of up to five years upon the renewal of their registration.

Monitoring

Skills SA may initiate an audit at any time during a GTO's period of registration, either to monitor ongoing compliance with the National Standards or in response to a complaint received about the organisation.

Re-registration

Approximately three months prior to the scheduled expiry date of a GTO's current registration period, Skills SA will contact the GTO to initiate the re-registration process. The GTO will be required to submit an updated Compliance Report with accompanying evidence, and Skills SA will conduct a new audit as per the aforementioned 'Assessment Process' (refer Section 3).

De-registration of a Group Training Organisation

In circumstances following a Skills SA audit where a GTO cannot demonstrate that it fully complies with the National Standards, and identified non-conformances have not been rectified within a specified timeframe, the Skills SA auditor may recommend that the GTO's registration be suspended or terminated.

If such a recommendation for de-registration is made, Skills SA will give written notice to the GTO stating the reasons for de-registration and the date of suspension or termination. The GTO will be given 30 days from the date of notice to make a written request for a reconsideration of the decision.

Related information

- [GTO National Register](#)

Closure of a Group Training Organisation

A GTO must inform Skills SA immediately of any matters that materially affect its financial viability or on-going capability to operate as a GTO.

In the event of closure, or pending closure of a GTO, Skills SA will liaise with the GTO's Chief Executive Officer or Chair of the Board of Directors to ensure wherever possible the continuity of employment, training and employee-related entitlements of apprentices and trainees. All efforts will be made to negotiate and facilitate the transfer of the employment of apprentices and trainees to other GTOs, existing host employers or new employers.

Where it becomes evident that a GTO can no longer operate, Skills SA may declare that the organisation's recognition under the National Standards has been withdrawn, and Skills SA will notify the organisation of the decision in writing.

5 Funding for South Australia Group Training Organisations

Funding Opportunities

GTOs that have achieved recognition under the National Standards may apply for South Australian Government funding through programs such as:

- South Australian Group Training Program (SAGTP), a program that supports the provision of pastoral care arrangements for apprentices and trainees employed by GTOs in areas of State priority, and for targeted groups; and
- Group Training Organisation Support (Payroll Tax Assistance) Program (GTO Support), a program that provides GTOs with funds commensurate with the Payroll Tax liability incurred by the GTO for apprentices and trainees.

Successful applicants will be issued a funding agreement which sets out the obligations of the GTO, milestones for payment, and any reporting or monitoring requirements.

For further information about funding opportunities, GTOs are encouraged to contact Education.GroupTraining@sa.gov.au.

Related information

- GTO Support Program Guidelines (available upon request)
- SAGTP Funding Guidelines (available upon request)